

Tuesday, November 29, 2005

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Tennessee Regulatory Authority
Attn: Chairman Ron Jones
460 James Robertson Parkway
Nashville, TN 37243-0505

**RE: Petition of Designation as the State 2-1-1 Collaborative (Docket No. 04-00342)
Docket 04-00342**

Dear Chairman Jones,

Thank you for your letter dated November 14, 2005, asking for an update on the status of 2-1-1 operations in Knoxville and TNAIRS's response to the TRA's data request dated on February 4, 2005, including a budget for the proposed funding.

The board of East Tennessee Information & Referral (ETIR, Knoxville designee for 2-1-1) met with staff from Middle Tennessee 2-1-1 (Family & Children's Service, 2-1-1 operating agency for Middle Tennessee) on March 2nd and began working on ways to answer Knoxville 2-1-1 calls in Nashville. During the month of May, we agreed on a pilot program for the months of July, August, and September. In this pilot, Nashville 2-1-1 answered Knoxville 2-1-1 calls Monday – Friday, 8 AM – 4 PM EST. The pilot was successful and Family & Children's Service is entering into a contract with ETIR to provide 2-1-1 service Monday – Friday, 8 AM – 8 PM. The Knoxville database will be maintained by a Certified Resource Specialist at the Knoxville-Knox County Community Action Committee/Office on Aging, Senior Citizens Information & Referral Services.

The petition for full statewide development (including the data request referenced above) will be submitted on Tuesday, November 29, 2005. Thank you for your patience.

Sincerely,

Doug Fluegel
2-1-1 State Director
TNAIRS